E3617A-03A-S

S E R V I C E N O T E

Supersedes:
E3617A-03-S

E3617A Lab Bench DC Power Supply

Serial Numbers: KR83502522/KR09999999, MY4000001/MY40000846, SG40000001/SG40000846

POSSIBLE SHOCK HAZARD

WARNING

HAZARD CLASS 2

The AC power module can accidentally come out of the instrument creating a shock hazard.

Parts Required:

P/N	Description	Qty.
5065-6978	AC Module Repair Kit	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION: **SAFETY**			
ACTION CATEGORY:	X ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE [[]] ON-SITE X SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE INVENTORY: [[]] RETURN X SCRAP [[]] SEE TEXT	USED PARTS: [[]] RETURN X SCRAP [[]] SEE TEXT
AVAILABILITY: 15-Nov-08		NO CHARGE AVAILABLE UNTIL: 15-Nov-08	
AUTHOR: CH		PRODUCT LINE: WC	
ADDITIONAL INFORMATION:			

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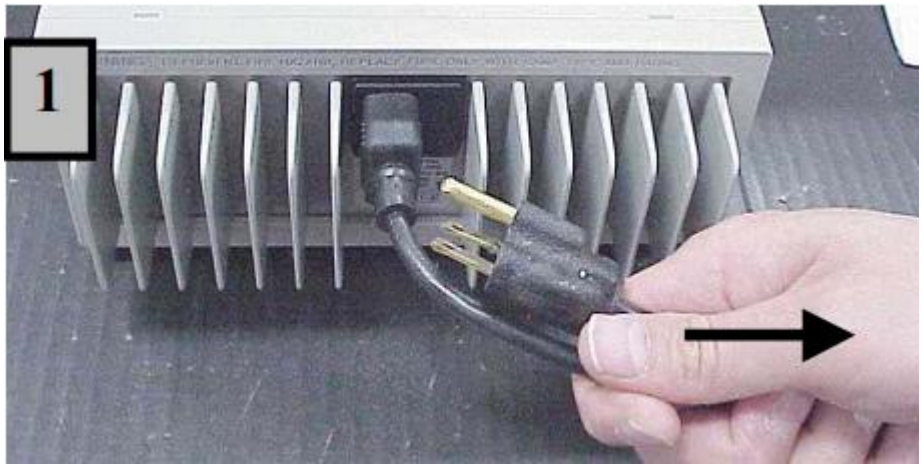
Situation:
In year 2001, Agilent has identified that power supplies with defective AC power modules were shipped worldwide from March 1, 2000 through December 31, 2001. Various efforts, including safety service note, customer notification letter and etc. has been done over the past 6 years to notify the customers about this problem and how to rectify it. Based on the effort put in, we believe there is nearly zero unit left in the field which requires this rectification. With this, this service note will be ended effective 15-November-08. The supply of the repair kit will be ended as well. However, if customer still encounters this defect, please contact bid_support@agilent.com for assistance.

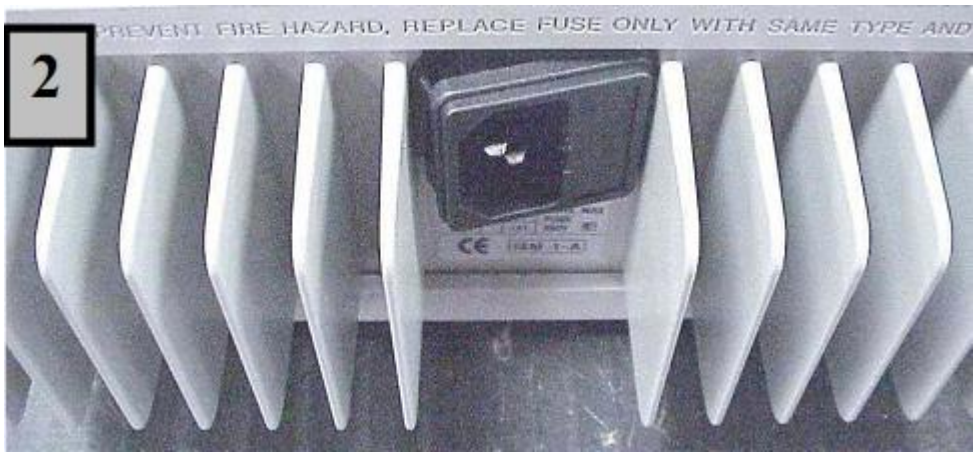
The information shown below is the procedures to duplicate and fix the defect. It is the replication of the original service note.

If the AC line cord is forcefully pulled in a side-to-side direction the AC module can be pulled out of the rear heat sink, exposing the conductors that carry AC line voltage.

Solution/Action:
Follow steps 1 – 4 below:

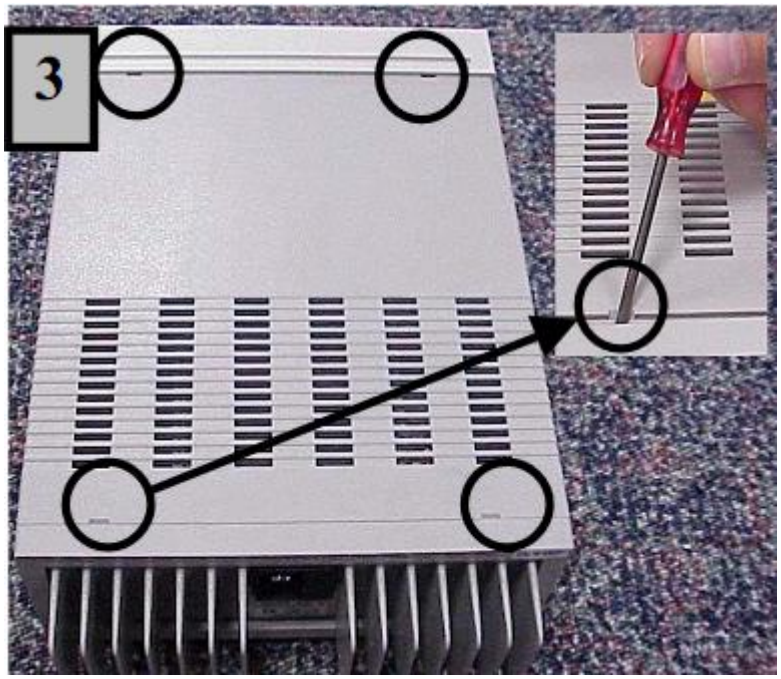


CAUTION: TEST FOR LOOSE AC MODULE
1. Make sure line cord is removed from outlet.
2. With line cord securely inserted in AC module as shown, pull forcibly (2 times) in direction of arrow.

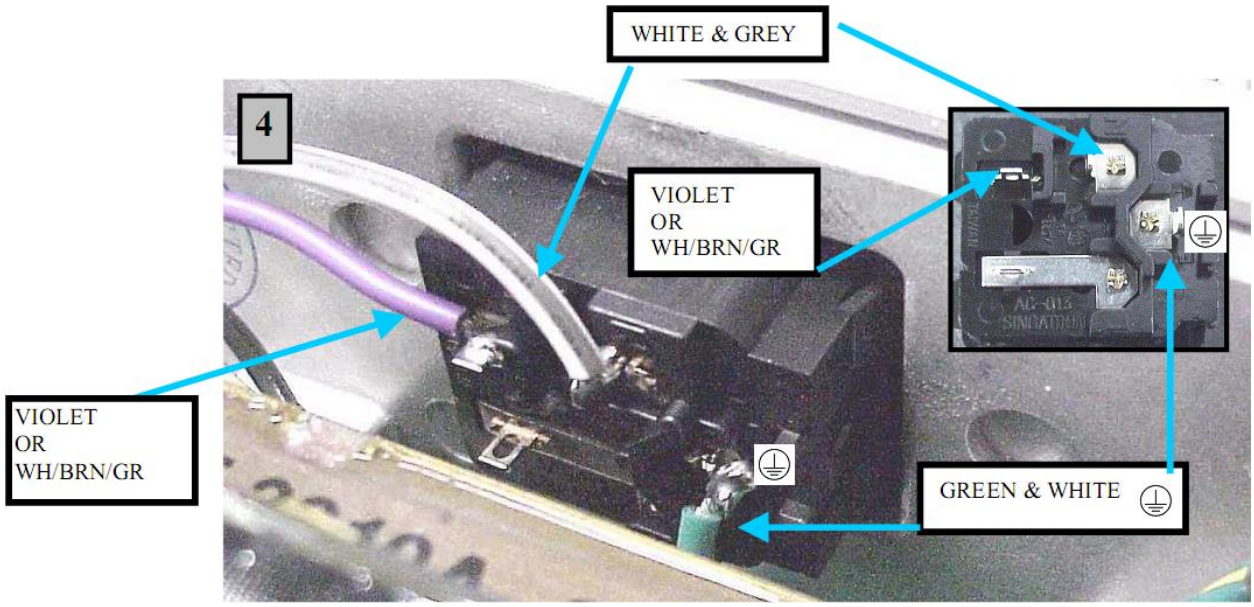


LOOSE AC MODULE

1. If the AC module pulls out from unit as shown it will need to be replaced.
2. If the AC module remains in place it does not need to be changed. Put a mark on the AC input label in the lower left hand corner with indelible ink to indicate that AC module has been checked. This label can be found below the AC module.



REMOVE COVER by praying rear bezel and front panel away from cover in four places as shown. Then lift cover off unit.



REPLACE MODULE with P/N 5065-6978. Before soldering perform "TEST FOR LOOSE AC MODULE" as shown in the picture above. This will confirm that the new module is secure. Solder wires and **REPLACE FUSE**.

100/120 VAC input - use fuse P/N 2110-0702 (2 amps, 250 volts) E3610/11/12/14/15/16/17/20A
100/120 VAC input - use fuse P/N 2110-0918 (1.6 amps, 250 volts) E3630A only
230 VAC input - use fuse P/N 2110-0599 (1 amp, 250 volts) E3610/11/12/30A
230 VAC input - use fuse P/N 2110-1346 (1 amp, 250 volts) E3614/15/16/17/20A

CAUTION: WIRING MUST BE CORRECT OR HEAT SINK COULD BE AT LINE POTENTIAL.

CAUTION: MAKE SURE SAFETY GROUND ⏚ IS ATTACHED TO HEAT SINK.

After AC module is soldered, replace cover and turn it on. No calibration or specification verification is required.
Put a mark on the AC input label in the lower left hand corner with indelible ink to indicate that the AC module has been replaced. This label can be found below the AC module.